

## **Tier 2 2004 Training Schedule**

### **Skill Building and General Development**

#### **ANGER MANAGEMENT - 120060**

Improve your ability to manage anger in either the workplace or in your personal life. Learn some of the common origins of anger and how anger can be avoided, reduced, or put to positive use. Anger intervention techniques are revealed emphasizing personal growth and positive problem solving techniques.

**January 21**  
**April 28**

**August 4**  
**October 25**

**All class times are 1 p.m. – 4 p.m.**

Location: Two Centennial Plaza, 1<sup>st</sup> Floor Conference Room

Training Hours: 3

#### **AMERICANS WITH DISABILITIES ACT (ADA) - 120001**

This course will provide an overview of the City's ADA Program. Topics covered include the ADA, the City's policies and procedures manual, reasonable accommodation, the Return to Work Program, worker's compensation, Family Medical Leave Act (FMLA), and legal updates. Open to Departmental ADA Coordinators, and Departmental ADA Review Teams, and HR Liaisons ONLY.

**March 31**  
**June 2**

**September 16**  
**December 1**

**All class times are 12:30 p.m. – 4:30 p.m.**

Location: Two Centennial 1<sup>st</sup> Floor Conference Room.

Training Hours: 4

#### **BALANCING WORK AND HOME - 120056**

Designed for busy working individuals who have home and/or outside commitments, this course presents practical tools to help balance the responsibilities of work and family. Focuses on how to put quality time where you want it. Includes day-to-day survival strategies such as dealing with stress, guilt, and fatigue.

**March 24**  
**July 2**  
**October 13**

**All classes are 9 a.m. – 12 p.m.**

Location: Two Centennial Plaza 1<sup>st</sup> Floor Conference Room.

Training Hours: 3

### **CITY'S RETIREMENT SYSTEM - 120003**

Assists employees with retirement planning through exploring the available options. *Open to all employees who are members of the City of Cincinnati's Retirement System.*

**February 13**  
**May 26**  
**August 31**  
**November 22**

**All classes are 9 a.m. – 11 a.m.**

Location: Two Centennial Plaza, Auditorium

Training Hours: 2

### **CONSTRUCTIVE GRIEVANCE AND DISPUTE RESOLUTION - 120004**

An overview of the civilian grievance process (AFSCME and Building Trades agreements) and steps for creative dispute resolution is provided. Emphasis is on effective use of procedure, involvement of union representation in the process, and problem solving techniques. Provides basic information for recognizing grievances and disputes, the parameters of settlements, and necessity of problem solving at the earliest possible step in the process. Open to departmental staff who have responsibility for processing grievances.

**March 31**                      **September 1**

**All class times are 1 p.m. – 3:30 p.m.**

Location: Two Centennial Plaza, Auditorium

Training Hours: 2.5

### **CONFLICT RESOLUTION - 120049**

Designed to help the employee define conflict, and identify its three primary stages. Once identified, the employee will be able to incorporate specific resolution strategies to meet the various levels of intensity.

**February 4**                      **July 28**                      **November 10**  
**April 14**                      **September 22**

**All class times are 12:30 p.m. – 3:30 p.m.**

Location: Two Centennial Plaza, 1<sup>st</sup> Floor Conference Room.

Training Hours: 3

### **CORRECTIVE ACTION - 120005**

Provides basic information on the City's corrective action process. Emphasis is placed on the supervisor's key role and responsibility in the process and the corrective action philosophy. Enables supervisors to make effective use of the process, to modify inappropriate behavior, and sustain actions that are undertaken. *Open to supervisors in Divisions 0 and 8.*

**March 3**                      **September 8**

**All class times are 1 p.m. – 3 p.m.**

Location: Two Centennial Plaza, Auditorium

Training Hours: 2

**CREATIVE PROBLEM SOLVING - 120006**

Enhances creativity in problem solving and challenges you to think “outside of the box” by using a systematic method.

**March 18  
August 18**

**All class times are 1 p.m. – 4 p.m.**

Location: Human Resources Department Training Room

Training Hours: 3

**CUSTOMER SERVICE SKILLS REFRESHER - 120051**

Explore and practice skills that turn customers around from dissatisfied and unhappy to people who feel good about our organization, are “dazzled” by your caring, and even feel better about themselves.

**February 25  
April 27  
June 16**

**August 18  
October 20**

**All class times are 9:00 a.m. – 12 p.m.**

Location: Two Centennial Plaza, 1<sup>st</sup> Floor Conference Room

Training Hours: 3

**DEFERRED COMPENSATION - 120007**

Discover the benefits of participating in a deferred compensation program. Representatives from the City’s two providers of deferred compensation programs, the ICMA Retirement Corporation and the Ohio Public Employees Deferred Compensation Program, discuss their programs and how they may benefit City employees.

**March 18  
May 19**

**August 4  
October 22**

**All class times are 9 a.m. – 11 a.m.**

Location: Two Centennial Plaza, Auditorium

Training Hours: 2

### **DELEGATION AND ACCOUNTABILITY - 120055**

Discover how to develop your workers' potential while getting the job done. Hone critical supervisory skills to increase employee self-confidence and success, establish positive expectations and rapport, delegate effectively to get the results you need, and strengthen communication and trust through active listening.

**March 4**  
**July 7**

**December 1**

**All class times are 9 a.m. – 12 p.m.**

Location: Two Centennial Plaza 1<sup>st</sup> Floor Conference Room.

Training Hours: 3

### **FINANCIAL PLANNING**

**Financial Planning 101 - 120008:** Assists employees in learning about the concept and benefits of financial planning.

**Advanced Financial Planning - 120009:** Presents more in-depth information about planning and investment instruments including stocks, bonds, mutual funds, and annuities. Any specific topics you would like covered should be submitted with registration form.

Financial Planning 101 - 120008:

**February 26**      **1 p.m. – 3 p.m.**  
**September 29**    **1 p.m. – 3 p.m.**

Advanced Financial Planning - 120009:

**March 23**              **1 p.m. – 3 p.m.**  
**October 26**          **1 p.m. – 3 p.m.**

Location: Human Resources Department Training Room

Training Hours: 2

### **INTERPERSONAL COMMUNICATIONS - 120010**

Assists employees with communicating with others by looking at verbal and nonverbal communication, personality types, feedback, effective listening, and diversity.

**March 9**  
**July 21**  
**November 9**

**All class times are 9 a.m. – 12 p.m.**

Location: Two Centennial Plaza, 1<sup>st</sup> Floor Conference Room

Training Hours: 3

### **MEETING FACILITATION SKILLS - 120013**

Focuses on the art of leading results-based meetings through consensus, problem solving, and member roles.

**April 28**              **9:00 a.m. – 12:00 p.m.**  
**September 22**    **9:00 a.m. – 12 :00 p.m.**

Location: Two Centennial Plaza 1<sup>st</sup> Floor Conference Room

Training Hours: 3

### **MANAGING THE PROCUREMENT PROCESS - 120012**

Provides a summary of how the procurement process works. This course explains the what, why, and how of purchasing. *Open to Department and Division Heads as well as Managers and Supervisors of the procurement process.*

<b>February 26</b>	<b>9 a.m. - 12 p.m.</b>
<b>September 8</b>	<b>9 a.m. - 12 p.m.</b>

Location: Purchasing Training Room

Training Hours: 3

### **MONEY MATTERS - 120014**

Provides an overview of financial planning issues including overall finances and debt, retirement planning issues, and an explanation of investment strategies. *Spouses welcome.*

<b>April 22</b>	<b>1 p.m. – 2:30 p.m.</b>
<b>July 15</b>	<b>9 a.m. –10:30 p.m.</b>

Location: Human Resources Department Training Room

Training Hours: 1.5

### **ORAL BOARD PREPARATION - 120052**

This training provides information to help participants prepare for the oral portion of Civil Service exams.

<b>May 12</b>	<b>9 a.m. – 12 :00 p.m.</b>
<b>September 28</b>	<b>9 a.m. – 12 :00 p.m.</b>

Location: Human Resources Department Training Room

Training Hours: 3

### **PEAK PERFORMANCE - 120057**

Learn winning techniques to help eliminate fatigue, reduce risk of injury, improve performance, and increase employee productivity and energy by up to 40%. Learn your body's needs for optimal performance.

<b>February 4</b>	<b>August 17</b>
<b>May 4</b>	<b>November 3</b>

**All class times are 10 a.m. – 12 p.m.**

Location: Two Centennial Plaza, Auditorium

Training Hours: 2

### **PRE-RETIREMENT SEMINAR - 120016**

Assists employees with effective retirement planning including deferred compensation, financial planning, and social activities planning. *Open to all employees with at least 5 years of service. Spouses welcome.*

**March 17  
June 30**

**September 2  
November 19**

**All class times are 8:30 a.m. – 12:30 p.m.**

Location: Two Centennial Plaza, Auditorium

Training Hours: 4

### **PRESENTATION METHODS - 120017**

Assists employees in deciding what type of presentation to use, discusses the steps in outlining a presentation as well as the use of verbal and nonverbal delivery techniques, and provides the employee an opportunity to practice these skills.

**March 25  
June 22**

**October 5**

**All class times are 1 p.m. – 4 p.m.**

Location: Human Resources Department Training Room

Training Hours: 3

### **PROPER USAGE OF THE REQUEST FOR PROPOSALS (RFP) PROCESS - 120053**

This class covers definitions, laws and regulations relating to the RFP process. It offers a “step-by-step” guide for the correct way to develop an RFP and utilize the process. This class also focuses on the development of the scope of services and /or specifications and the resulting contract. Templates and examples to use in developing RFPs will be distributed.

**April 16  
September 3**

**9:00 a.m. – 4 p.m.  
9:00 a.m. – 4 p.m.**

Location: Purchasing Training Room

Training Hours: 6

### **PUBLIC EMPLOYEES RETIREMENT SYSTEM (PERS) - 120018**

Assists employees with retirement planning and the available options. *Open to employees who are members of the Public Employees Retirement System.*

**June 23**

**10 a.m.- 12 p.m.**

Location: Two Centennial Plaza, 1<sup>st</sup> Floor Conference Room

Training Hours: 2

### **RETIREMENT PLANNING CHECK-UP - 120019**

Provides answers to retirement planning questions such as: are you preparing for retirement; do you know what to expect from Social Security and your pension; how much will it cost to live during retirement; and, what can I do now to achieve a financially successful retirement?  
*Spouses welcome.*

**April 22  
October 15**

**9 a.m. – 10:30 a.m.  
1 p.m. – 2:30 p.m.**

Location: Human Resources Department Training Room

Training Hours: 1.5

### **SEVEN SECRETS OF FINANCIAL SUCCESS - 120021**

Identifies characteristics and habits that make some families more financially successful than others. Topics include: planning, budgets, the need for goals, and seeing the family as an economic unit.  
*Spouses welcome.*

**July 15  
October 15**

**1 p.m. – 2:30 p.m.  
9 a.m. – 10:30 a.m.**

Location: Human Resources Department Training Room

Training Hours: 1.5

### **STAY FIT WHILE YOU SIT - 120058**

Learn how serious injury can occur even though you sit. This course presents the do's and don'ts of preventing white collar injuries. Minimize injuries due to improper sitting, standing, and posture, and learn exercises to avoid repetitive motion injuries.

**\* February 18  
April 21**

**July 28  
November 10**

**All class times are 11 a.m. – 12 p.m.**

Location: Two Centennial Plaza 1<sup>st</sup> Floor Conference Room

**\*This class is held in Two Centennial Plaza Auditorium**

Training Hours: 1

### **STRESS MANAGEMENT-TAKING CONTROL - 120022**

Offers many ways to manage stress, from developing better interpersonal relationships and improving communications to being able to accomplish more through better time management, setting limits and planning for unplanned events. Participants may complete a pre-session questionnaire to determine issues and needs. **There is a \$109 course fee.**

**February 12  
April 21**

**June 29  
August 25**

**October 19  
December 9**

**All class times are 8 a.m. – 5 p.m.**

Location: Human Resources Department Training Room

CEUs available                      Training Hours: 8

**SUCCESSFUL LEADERSHIP QUALITIES - 120061**

Learn successful leadership practices through discussion of the differences between being a manager and being a leader, specific leadership qualities, and the characteristics of a good leader. Special emphasis is given to employee motivation, team building, and learning to lead by vision and not by crisis. How to identify and prepare the next generation of leaders from the current workforce is discussed.

<b>February 18</b>	<b>August 19</b>
<b>May 19</b>	<b>November 3</b>

**All class times are 1 p.m. – 4 p.m.**

Location: Two Centennial Plaza 1<sup>st</sup> Floor Conference Room

Training Hours: 3

**TIME MANAGEMENT - 120025**

Addresses the basic concepts and skills of time management that will aid in utilizing time more efficiently and wisely, and points out the common time wasters.

**March 16**

**All class times are 9 a.m. – 12 p.m.**

Location: Human Resources Department Training Room

Training Hours: 3

**TELECOMMUNICATIONS DEVICE FOR THE DEAF (TDD) - 120023**

Provides employees with instruction and hands-on training in the use of a Telecommunications Device for the Deaf (TDD). *Open to employees who have, or will have, a TDD. Scheduled upon sufficient request*

**TELEPHONE TRAINING - 120024**

Provides employees with instruction and hands-on training in the use of a large business telephone system (Definity system). *Open to employees who regularly use the phone. Scheduled upon sufficient request.*

**UNDERSTANDING THE PROCUREMENT PROCESS - 120026**

Covers the broadened role of procurement philosophies, techniques, policies, and methods each City agency needs in order to purchase supplies, materials, and services to support their operation. Open to all employees involved in their agency's procurement process.

<b>March 24</b>	<b>9 a.m. – 4 p.m.</b>
<b>September 14</b>	<b>9 a.m. – 4 p.m.</b>



Location: Purchasing Training Room

Training Hours: 6.0

### **UNDERSTANDING THE TESTING PROCESS - 120027**

Provides an overview of the Civil Service Testing process including test preparation, how to study, test anxiety, etc.

**February 10**

**May 6**

**August 12**

**All class times are 9 a.m. – 12 p.m.**

Location: Human Resources Department Training Room

Training Hours: 3

### **UNDERSTANDING YOUR BENEFIT PLANS - 120028**

Assists employees in understanding their benefit plans and how they are designed.

**January 30**

**May 28**

**September 7**

**All class times are 9 a.m – 10:30 a.m.**

Location: Two Centennial Plaza 1<sup>st</sup> Floor Conference Room

Training Hours: 1.5

### **UNDERSTANDING YOUR INVESTMENT OPTIONS - 120054**

Are you saving enough for retirement? Will you have enough money to retire? Do you understand your current investments? The key to self-reliance and security involves a well constructed financial plan, an assessment of your current financial picture, the development of a strategy to help reach your goals, and the creation of a long-term investment plan. This hour long class addresses the need to construct a plan and a strategy for your investments. Critical to your success is how you weigh your objectives against your ability to accept uncertainty of investment results. Learn how to allocate your investments consistent with your attitudes toward risk and investing.

**February 5**

**11:00 a.m. – 12:00 p.m.**

Location: Two Centennial Plaza 1<sup>st</sup> Floor Auditorium

Training Hours: 1.0

### **WHEN VALUES COLLIDE - 120029**

Focuses on human behavior and the impact of our value system on who we are, the choices we make, and how we are treated. When our values collide - we divide!

**March 18**

**All class times are 9 a.m. – 12 p.m.**

Location: Human Resources Department Training Room

Training Hours: 3

**WRITING SPECIFICATIONS (PURCHASING) - 120030**

Get what you need from the procurement process. Learn to write complete specifications to achieve positive results and discourage protests from potential vendors. *Open to employees involved in writing performance specifications for procurement of required items.*

**March 30**

**July 16**

**October 21**

**All class times are 9 a.m. – 12 p.m.**

Location: Purchasing Training Room

Training Hours: 3